DOCUMENT RESUME

ED 174 224 IR 007 500

TITLE	Proceedings of a Workshop on Area Patterns for Resource Sharing.
INSTITUTION	Wisconsin State Dept. of Public Instruction, Madison. Div. of Library Services.
PUB DATE	31 Mar 78
NOTE	46p.
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	Interlibrary Loans; *Libraries; *Library Cooperation; Library Reference Services; *Regional Planning; *Resources; Statewide Planning
IDENTIFIERS	*Resource Sharing; *Wisconsin

ABSTRACT

On March 31, 1978, over 70 administrators of libraries, library staff members, and network representatives from all types and sizes of libraries in all areas of Wisconsin participated in a workshop to investigate alternative structures for providing interlibrary loan and reference referral services at the state and area levels. These proceedings from the workshop present the texts of the four speakers' addresses on the definition of resource sharing, resource sharing and new technology, state-level library resource development, and alternative patterns for resource sharing (unstructured, clearinghouse, multiple resource center). Also included is a description of the small group discussions session that considered the ideal patterns for each of nine geographical areas of the state. Summaries of those discussions are presented in tables that list the disadvantages and advantages of each pattern by the number of groups citing them. Appendices provide the workshop agenda, workshop goal and objectives, a list of workshop participants, and summaries of small group discussions by geographical area. (JD)

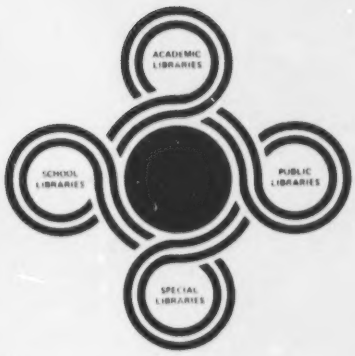
****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

ED174224

PROCEEDINGS OF A WORKSHOP
ON
AREA PATTERNS FOR RESOURCE SHARING



"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
Sally Drew
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

SPONSORED BY

DIVISION FOR LIBRARY SERVICES
MADISON, WISCONSIN

MARCH 31, 1978

IR007500

TABLE OF CONTENTS

-- Introduction 1

-- Definition of Resource Sharing 2

- W. Lyle Eberhart

-- Resource Sharing and New Technology. 4

- Tamara Miller

-- State-level Library Resource Development 6

- Bureau for Reference and Loan Services 6
  - Peter Hamon

- WILS/WLC 9
  - Nancy Marshall

-- Alternative Patterns for Resource Sharing . . .11

- Sally Drew
  Margaret Branson
  Elizabeth Merriam
  Richard Sorensen

-- Small Group Discussions. 17

-- Appendix A - Workshop Agenda

-- Appendix B - Workshop Goal and Objectives

-- Appendix C - Workshop Participants

-- Appendix D - Small Group Summaries

INTRODUCTION

Effective use of the resources of all Wisconsin libraries and information services through cooperative arrangements is a continuing goal of the Division for Library Services. Recognizing that the development of an effective statewide library network requires coordinated and systematic long-range planning by all the various components of the network, the Division sponsored in 1975-76 a statewide Task Force on Interlibrary Cooperation and Resource Sharing. Task Force members frequently discussed specific cooperative and networking activities which should receive priority attention. In particular, interlibrary loan received emphasis as a priority activity at all levels--local, area and state.

As a follow-up to the Task Force, the Division for Library Services sponsored the workshop: "Area Patterns for Resource Sharing," on March 31, 1978. The goal of the workshop was to "investigate alternative structures for providing interlibrary loan and reference referral services at the state and area levels." Over 70 administrators of libraries, library staff members and network representatives from all areas of the state and from all types and sizes of libraries participated in the workshop. Although the focus of the workshop was on analyzing alternative patterns for interloan and reference referral for various areas of the state and determining the most feasible patterns, the impact of technology on resource sharing at all levels and state-level library resource development were also discussed because of their interconnections with area resource sharing.

During the morning session, speakers addressed the following topics:

- Definition of Resource Sharing
- Resource Sharing and New Technology
- State-level Library Resource Development
- Alternative Patterns for Resource Sharing

During the afternoon session, workshop attendees participated in small group discussions with others from their areas. Before identifying the advantages and disadvantages of various interloan and reference referral patterns and selecting the best alternative for their areas, persons in each group briefly shared examples of existing resource sharing activities they knew of in their areas and described types of requests which might be better answered if there was access to more materials and/or information through resource sharing.

"DEFINITION OF RESOURCE SHARING" -- W. Lyle Eberhart

Although today's meeting is going to focus mostly on interlibrary loan and reference referral, I've been asked to take a few minutes this morning to define the broader topic of resource sharing in general, so that we can fit what we're specifically discussing today into the broader spectrum of cooperative activities which are or could be implemented. I've also been asked to indulge in a few generalizations about the purpose of today's workshop.

What follows are some possible cooperative activities. They are not in priority order--the order, if any, is from least-related to interlibrary loan and reference referral, to most related:

1. Public program sharing--groups of libraries sharing programs for their users. Film programs, art shows, concerts, discussion and lecture programs may have been developed by one library or "arranged for" by one library.

2. Personnel resource-sharing

   a) Via consultant, coordinator, field visitor
   b) Via continuing education meetings

3. Direct user access to "secondary" libraries

   a) Unlimited access
   b) Limited "Infopass" access

4. Specialized rotating or loan collections, scheduled film-loan collections, art reproductions, recreational books.

5. Coordinated collection building.

In other words, resource sharing involves all types of libraries sharing all kinds of resources for a total universe of library users.

At today's workshop, we're focusing on statewide and areawide interlibrary loan and reference referral patterns and practices, largely in a multitype library setting. Therefore, we tried to invite a representative mix of practitioners from all types of libraries. We want to give you some information this morning, and this afternoon we want to put you to work. We hope that the best of current patterns and practices will be shared by all of you. We will think it constructive if current weaknesses and blank spots in resource sharing are also uncovered.

My Division shares with other library organizations and associations appropriate follow-up measures to the fall, 1976 Report of the Task Force on Interlibrary Cooperation and Resource Sharing (Interlibrary Cooperation: A Wisconsin Plan). Follow-up of several Task Force recommendations led us to arrange today's meeting.

There were in the Task Force report oft-repeated injunctions concerning building on local strength, and use of area resources before tapping state or multistate sources. Recommendations under interlibrary loan include:

1. Investigation of easier and more equitable interloan channels based on the needs of different types of libraries should be carried out at both the state and area level;

2. A uniform interlibrary loan code which would define interloan procedures and channels more clearly should be developed and published at the state level.

Recommendations under reference request referral included:

1. The value of reference request referral should be explored further among libraries of all types;

2. Standardized procedures and format for reference request referral should be formulated and published at the state level;

3. Continuing emphasis should be placed on identifying specialized collections and staff expertise and channels for reference referral should be designated;

4. Communication and advanced information retrieval technology should be used to enhance referral and answering of referral questions.

"RESOURCE SHARING AND NEW TECHNOLOGY" -- Tamara Miller

Two items are at the heart of resource sharing: (1) Bibliographic control and location information, and (2) Delivery of materials. In the past, our resource sharing patterns have relied on printed lists (always out-of-date), "best guess referral" (go to the major resource and hope for the best), ask your nearest neighbor first (local reciprocal agreements), and union card catalogs or card exchanges ("you send me a card for each of your items and I'll do the same").

The obvious disadvantages of these systems include: the high cost in terms of dollar outlay to produce outdated finding aids, the high cost in terms of staff time spent in futile search for materials, and the high cost in terms of inability to put materials in the hands of users.

New technologies do not dictate specific new patterns of resource sharing. They do widen the options that become economically feasible and available to the individual library.

What can automation provide for us now?

1. Storage of a massive amount of bibliographic data--the "great filing cabinet in the sky"--this is the DATA BASE.

2. Fast retrieval of that data--COMMUNICATION COMPONENT, including non-voice telephone transmission, facsimile transmission, video and audio broadcasting, etc.

3. Manipulation of the data and production of various on and off-line products--DATA PROCESSING ELEMENT--cards, magnetic tapes, COM, CRT display, paper lists, etc.

The primary benefit of computer applications is the speed with which they can process massive amounts of information. Computers are DUMB. They can not even make simple judgements without both precise, detailed instructions (a PROGRAM) and data in rigid, unvarying patterns--but they are incredibly fast. It is this speed that is of value to us in dealing with the overwhelming volume of published information we need to control if we are to put our library resources in the hands of our users.

I will not discuss local, inhouse computer applications, although some such automation projects could affect resource sharing. For example, if you participate in a shared acquisitions program, fully automated on-order records which are updated daily or are on-line could provide an excellent tool for coordinating purchasing.

Of prime interest here is the technological capability of providing bibliographic control on local, state, regional and national levels. The existing bibliographic data bases were not created primarily as aids to further the sharing of library materials themselves. They were primarily envisioned as ways to share the bibliographic description of those materials and to eliminate some of the clerical chores involved in maintaining the local bibliographic record--usually a card catalog.

More than one library has automated its cataloging through OCLC and discovered the one side effect was an altered pattern of interloan requests. The simple act of making the bibliographic information available will affect patterns of sharing. It was something of a sensation when one smaller public library in Wisconsin got an interloan request from Harvard based on a recently created catalog record in OCLC.

An astounded, but admittedly proud, librarian called our office to ask how to respond to the request--"Does the OCLC system dictate some prescribed policy for interloan?" No. The patterns of sharing bibliographic information can be separate from the patterns for resource sharing, but efficiency may suffer as a result.

It is up to the individual library to build mechanisms for effective utilization of resources both within and outside of the local library. Computer based networking will NOT provide pat answers to libraries about how to organize and operate systems for sharing.

OCLC and other systems like it allow almost instant access to bibliographic and holdings information for all participating libraries with terminals. They also provide catalog cards which are quickly becoming secondary in importance to the magnetic tapes they produce. These tapes may be the single most useful product currently available since they can be used locally to produce: (1) management statistics and descriptive data about holdings; (2) listings of various kinds--accession, union, etc.; (3) direct input into other automated systems--circulation, on-order files, etc.; and (4) computer produced microfilm (COM) catalogs. Through COM, libraries not directly tied into computer systems can share the bibliographic data generated through the systems.

As participation in OCLC in Wisconsin continues to develop, I expect that we will begin to see the development of union lists on several levels:

1. The inhouse use of COM as a replacement for the card catalog in some libraries with the option to place these completed catalogs in other libraries in a resource sharing network.

2. The development of centralized cataloging with COM union catalogs as one product on a systemwide basis for groups of both public and academic libraries.

3. The development of statewide COM union catalogs for specific types of materials that are heavily shared--AV, serials, etc.

I expect to see an increased reliance on formalized sharing arrangements in a structured, hierarchical pattern. Once the required bibliographic control--now technically possible--has been created and made widely available, there will be a greater opportunity for libraries to assess the resources available in the local area in all types of libraries and make a more effective use of those resources. At the same time, this will allow the state-level resources to concentrate on gathering and providing even more specific types of materials not held locally.

Libraries must understand that the computer and other technological developments may change the way in which we do things, but they do not alter the essence of WHAT we do. If we are to reach our goal of providing information to library users on the "how to do it of gardening" question to the question requiring sophisticated on-line access to social science data files, we must be willing to exploit every tool that technology makes available to us.

"STATE-LEVEL LIBRARY RESOURCE DEVELOPMENT"

Bureau for Reference and Loan Services -- Peter Hamon

At this time, an extensive study of the statutory service obligations of the Bureau for Reference and Loan Services is being conducted by the Legislative Council Special Committee on Library Laws which was created as part of the last biennial budget process by the legislature. In addition, the general operations of Reference and Loan are being redesigned by the Bureau staff in order to respond more efficiently to the Division for Library Services' perceptions of the changing needs of Wisconsin's library community.

Until these dual processes are completed, a formal commitment to the types of specific quantified goals and objectives which were identified for this Bureau in its last year's long-range plan is not possible. Instead, the objectives and discussion which I will describe today are intended to represent a general overview of the planning processes in which the Bureau for Reference and Loan Services has engaged up to this point, and a general outline of future programs which are likely to be attempted. Redrafting of the library laws will clearly have a major impact upon these program objectives, so that they must all be considered tentative at this time.

OBJECTIVE I

That the Bureau for Reference and Loan Services should both continue and improve the provision of backup reference services to the public library systems of Wisconsin.

Design for Objective Achievement

Communication Component: The current communications capacity linking Reference and Loan to system headquarters and/or resource libraries for the purpose of reference interchange will be upgraded by the addition of WATS service.

Resource Component: Reference and Loan will maintain an on-site reference collection consisting primarily of finding tools that will enable Reference and Loan to effectively refer questions to other resource providers and install on-line data bases which are required to provide efficient reference services and yet are not available contractually.

Service Component: Reference and Loan will maintain the specialized reference staff necessary to operate the reference communications network, perform specialized on-site reference work, and access a wide range of other library resources on behalf of system requests. Much of the general reference burden, however, will fall on our contractual resources. To make this feasible, we propose to substantially increase our contract with the U.W. Engineering Library for highly technical on-line information, and to increase our WILS and Milwaukee resource contracts to pay for a reference librarian in each location.

OBJECTIVE II

That the Bureau for Reference and Loan Services should reshape its collection so that it consists primarily of library materials not readily available from other resource providers in Wisconsin.

Design for Objective Achievement

Materials Reallocation Component: The Reference and Loan Library will, over a period of several years, discard the majority of its existing circulating materials which are available from at least several other resource providers in Wisconsin. If legally possible, these discarded materials will be given to those public library systems which desire them.

Acquisitions Component: Materials considered for purchase by the Reference and Loan Library will be checked against Wisconsin's OCLC holdings well after date of publication, and except for items in heavy demand or those required for specific reference purposes, purchases will generally be limited to items not readily available from other resource providers in Wisconsin.

Contractual Component: Reference and Loan will expand contractual arrangements with other resource libraries to provide basic interloan service, with Reference and Loan limiting its collection responsibilities to the provision of materials not available from these resource libraries.

OBJECTIVE III

That the Bureau for Reference and Loan Services should act as a clearing-house to enable the efficient transmittal of materials and information among those Wisconsin public library systems which it serves.

Design for Objective Achievement

OCLC Component: Reference and Loan will, through the medium of OCLC, access public library systems on behalf of other public library systems provided that the material or information sought is not available from a contractual state-level resource and provided that such access is agreed to by the system directors and resource librarians of Wisconsin.

Communication Component: Reference and Loan will attempt to enlarge its teletype capacity to permit faster transmission of requests, will add a WATS capacity as discussed under Objective I, and will further attempt, where possible, to gain on-line access to the computerized circulation systems of major resource providers.

Contractual Component: Reference and Loan will maintain and enlarge its three basic resource contracts outlined under Objective I, its current sharing agreements with the state agency libraries and others, and will further attempt to establish contracts and/or reciprocal borrowing agreements with other resource providers of like magnitude both within and outside Wisconsin.

OBJECTIVE IV

That the Bureau for Reference and Loan Services should continue to operate a depository program for state documents on behalf of Wisconsin's public libraries.

Design for Objective Achievement

If the proposed new documents law, now well into the drafting process, becomes reality, Reference and Loan will be able to significantly upgrade both the size and frequency of the shipments to documents depositories throughout the state. Whether or not this law is passed, Reference and Loan wishes to maintain its involvement with documentary depository program services at least at present levels.

OBJECTIVE V

That the Bureau for Reference and Loan Services should continue and improve both materials and reference services provided to Wisconsin's state agency libraries.

Design for Objective Achievement

Reference and Loan will attempt to continue the efficient provision of these services, in part through the dedication of additional staff to this objective, for service needs in this area are constantly increasing and it is only in reciprocity for these services that the materials and/or information held by these state agency libraries are made available to other kinds of libraries throughout the state.

OBJECTIVE VI

That the Bureau for Reference and Loan Services should continue to provide basic backup library services to Wisconsin's institutions.

Design for Objective Achievement

Reference and Loan will attempt to continue its institutional services, including materials and reference backup and reading courses at the same or slightly increased levels than in the past. This continuation is seen as a temporary measure to last until the questions of who should ultimately provide institutional services and who should pay for them are resolved.

"STATE-LEVEL LIBRARY RESOURCE DEVELOPMENT"

WILS/WLC* -- Nancy Marshall

A word about COWL (Council of Wisconsin Librarians) seems appropriate. COWL was formed in the early 1970's by a group of academic librarians concerned with creating a vehicle which would facilitate sharing of library resources and further interlibrary cooperative activities in Wisconsin. Two major state networks have been established under the aegis of COWL. WILS (Wisconsin Interlibrary Loan Service) provides direct access for the state's academic libraries to the holdings of UW-Madison libraries, and indirect access through contact for the clientele served by Reference and Loan Library. The Wisconsin Library Consortium (WLC) provides Wisconsin libraries with access to the services of OCLC, Inc.

As COWL's projects have expanded beyond this initial academic library focus to include all types of libraries, its structure has changed. Membership on COWL now includes public, school and special in addition to academic library representation.

Tam has described the relationship between bibliographic access, as provided through participation in WLC/OCLC, and effective, efficient sharing of resources. And that is what WILS is all about--it is a resource sharing network in the physical sense, just as WLC is a resource sharing network in the bibliographic sense. Just as OCLC is not a catalog card vendor, WILS is not a photocopy mill.

WILS began in 1972 with 46 academic libraries. It is housed at UW-Madison and has access to 20 campus libraries with special collections. Within the first year, through resource contracts with the Division for Library Services, WILS began to provide needed materials to those libraries served by Reference and Loan Library (public and public library systems, school, institution, state agencies, individuals without access to libraries). Also within the first year, WILS entered into a reciprocal network to network agreement with two other Midwest networks: MINITEX (Minnesota Interlibrary Telecommunications Exchange) and MHSLN (Midwest Health Science Library Network). All academic libraries which participate in the WILS network share their resources with all other participants including those libraries WILS serves through Reference and Loan. All of these libraries also have access to Minnesota libraries through WILS. In 1976-77, over 87,000 requests were processed by WILS. That compares to slightly over 18,000 in the first year of operation. Membership was stable until last year when a federal library, a vocational library and the Milwaukee Public Museum were added as members.

What WILS is able to do is serve as a state-level resource provider, a back-up so to speak, to Wisconsin libraries which are unable to fill patron needs from local collections, just as Reference and Loan Library, also, can serve as a back-up interface. Further, WILS has the capability of going beyond the borders of the state to access major additional collections in other states with a minimum of hassle.

*Wisconsin Interlibrary Loan Service/Wisconsin Library Consortium

In the coming years, a number of activities will receive attention from WILS. COWL is pursuing a federal grant to enter the serials collections of Milwaukee Public Library, UW-Madison and Reference and Loan Library into the Minnesota Union List of Serials and the OCLC data base, thus providing better bibliographic access to these important state collections. It is hoped that the serials holdings of other libraries can be added in future years. As more Midwestern states develop resource sharing networks with similar goals and the ability to interface effectively with compatability as do WILS and MINITEX, WILS will pursue similar reciprocal arrangements with them.

The development of the OCLC interloan subsystem will have a major impact on the handling of interloan requests throughout the state. Funding for WILS as for any type of resource sharing activity, must be considered an essential component. A major effort will be made in the months to come to establish an on-going, stable funding base for WILS.

Wisconsin networking will be made up of components just as the national network will. I have faith that if the U.S. can put men on the moon, Wisconsin can get its networking act together. All it takes is blood, sweat and tears.

"ALTERNATIVE PATTERNS FOR RESOURCE SHARING"

-- Sally Drew, Margaret Branson, Richard Sorensen, Elizabeth Merriam

We have tried to describe the environment in which state level resources are developed. Now it is time to get down to the main thrust indicated in our workshop title - Area Patterns for Resource Sharing.

During the meetings of the Task Force on Interlibrary Cooperation, much discussion centered around organization at both the state level and the area level. When discussing the area level, many ideas emerged but there seemed to be consensus abut only one thing. Everyone agreed that no one pattern would fit all the areas of the State.

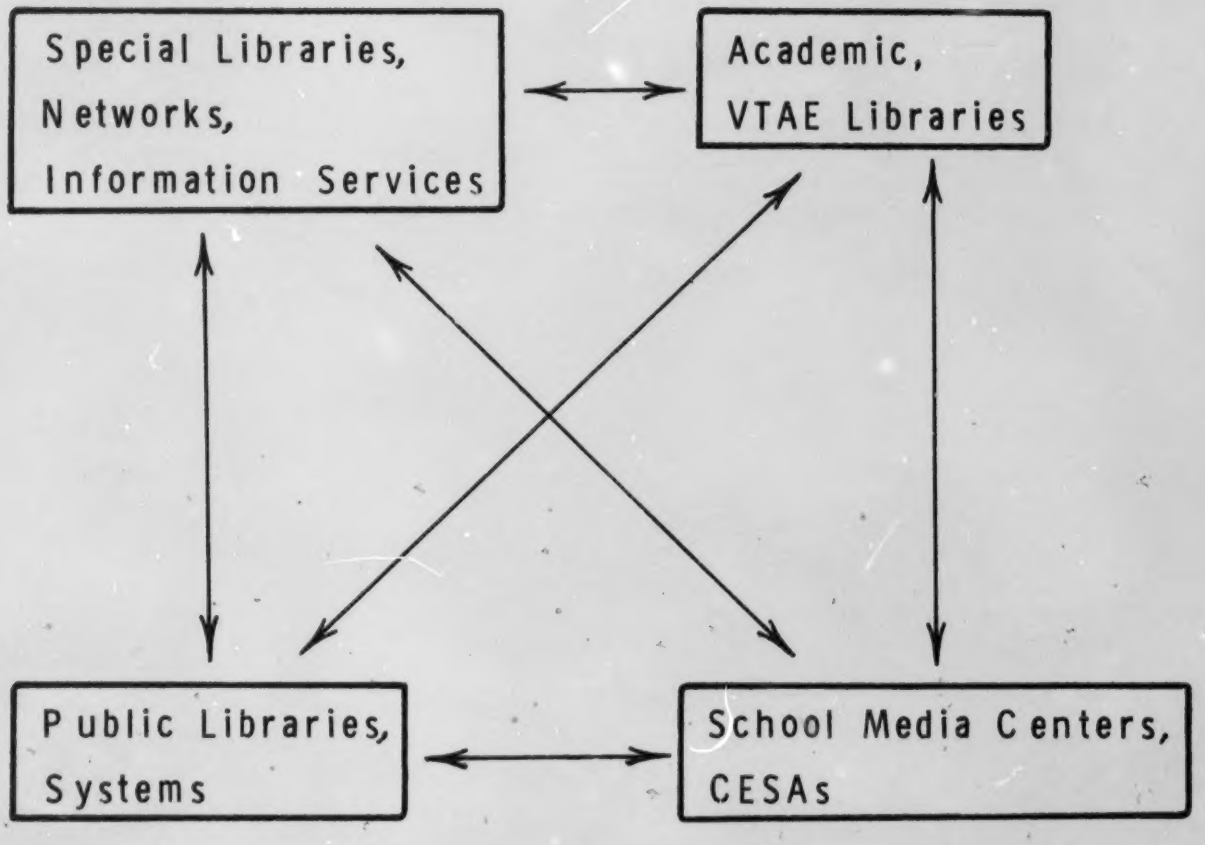
Discussion of resource sharing at the area level is complicated by boundaries of existing networks not being coterminous, e.g., CESA's, systems, medical networks; union lists being in different stages of development; costs and funding levels and sources of funding being uncertain; and different alternatives based on different numbers of specialized resources with boosters and detractors for each.

We have taken three patterns that could be used to channel the flow of reference and interloan traffic. All are in existence in some form in Wisconsin or elsewhere, although all are subject to variations on the theme. We are not trying to show specific examples.

In the following, we will explain each possible alternative and talk about some of the questions which could be raised about each. Several points should be kept in mind: emphasis is on the area level; emphasis is on both reference referral and interloan; these patterns are not meant to invalidate existing networks; and we are not at this point recommending any one pattern, although the number and diversity of patterns existing at the local level could complicate the flow of requests to the state level.

AREA RESOURCE SHARING

Unstructured Pattern

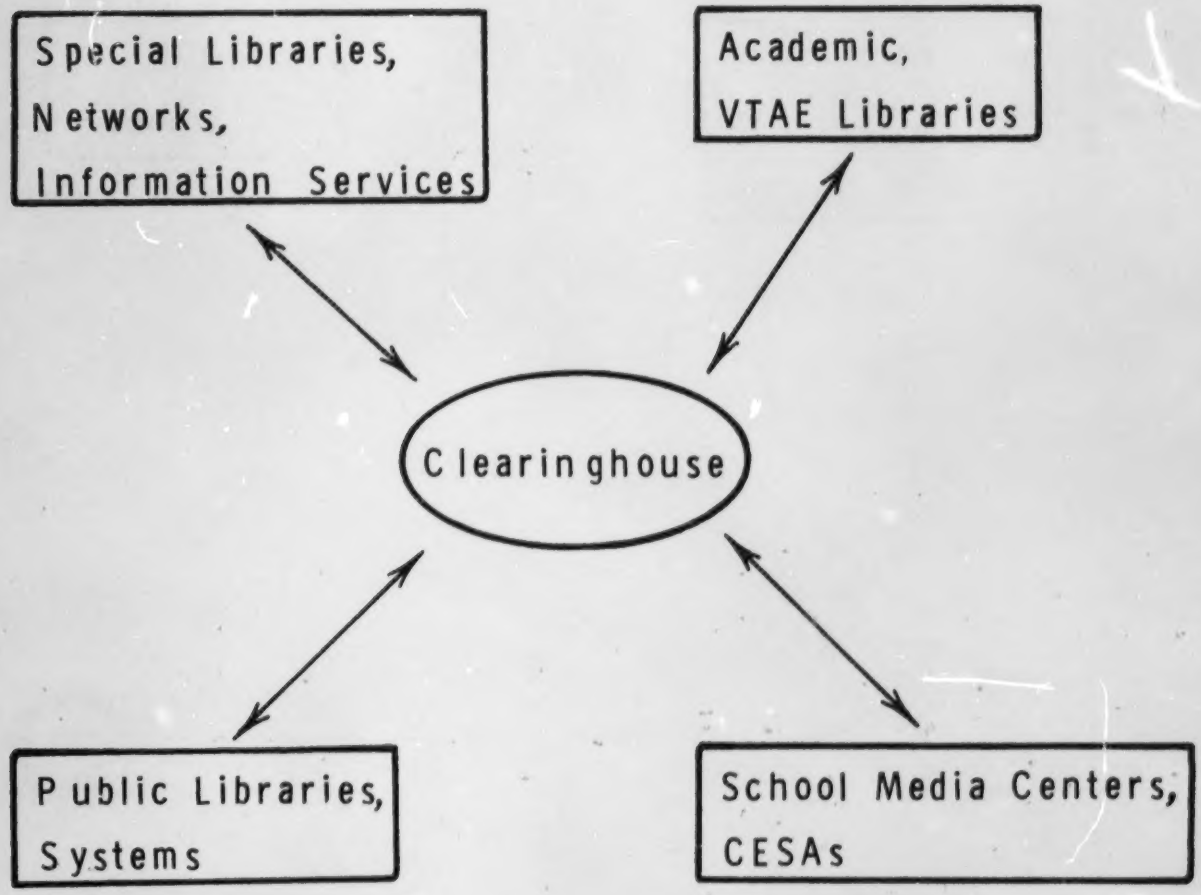


1. Unstructured

In the unstructured pattern, interloan requests can be sent directly to any library in the area. If a request is filled, the material and/or information is sent to the requesting library. If a request is not filled, it is returned to the requesting library. The requesting library can then send the request to another library in the area.

AREA RESOURCE SHARING

Clearinghouse Pattern

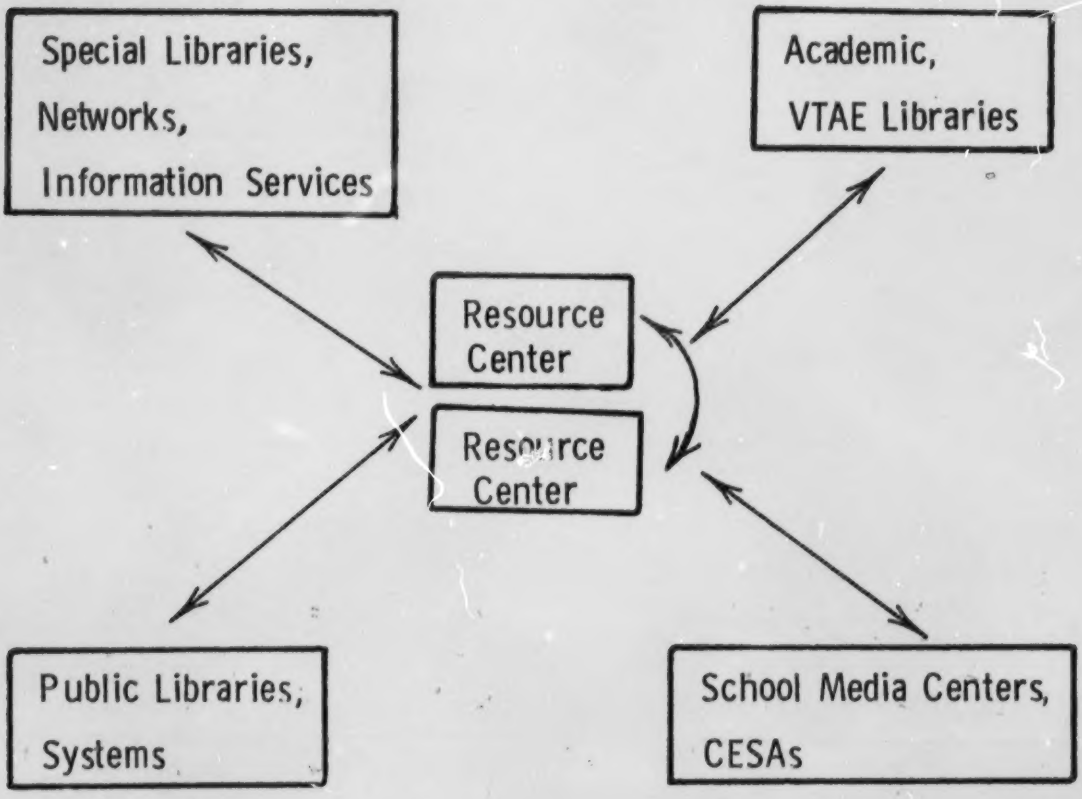


2. Clearinghouse

In the clearinghouse pattern, one library or other agency serves as a clearinghouse and all interloan requests in the area are sent directly to that clearinghouse. If a request is filled, the material and/or information is sent to the requesting library. If a request is not filled, the clearinghouse can refer the request to another library in the area. A clearinghouse can serve as a referral agency only or be located in a library that provides resources directly.

AREA RESOURCE SHARING

Multiple Resource Center Pattern



3. Multiple Resource Libraries

In multiple resource libraries patterns, two or more libraries in an area serve as area resource libraries. These resource libraries may be chosen for the types of materials they hold (e.g., a strong film collection or a strong periodicals collection), because their collections would be appropriate to back up the resources of a particular type of library (e.g., a large public library serving as a back-up to several small public libraries), and/or because they hold specialized collections in particular fields. How interloan requests are channeled within the area would depend on which libraries serve as resource libraries and why. If a request is filled, the material and/or information is sent to the requesting library. If a request is not filled, the resource library which initially received the request can refer the request to another library in the area.

FACTORS AFFECTING/TO CONSIDER WHEN SELECTING AN INTERLOAN PATTERN:

Participation by area libraries

Are all or most of the libraries in the area willing to share materials?

Availability of area union lists, directories and other identification tools

Are there or will there be any directories identifying area library personnel, listing telephone numbers, hours open and other such information? Are there tools describing area collection strengths? Are there union lists of library holdings, such as periodicals or AV holdings? If there are no tools, how are interloan decisions made? Or will there be OCLC-generated lists available?

Based on available union lists, are requests likely to be evenly distributed in the area or will one or more libraries receive most of the requests?

Types, sizes and strengths of area libraries

What size libraries are in the area? Any special libraries--institution libraries, medical libraries? Do most of the libraries have simple verification tools? basic reference collections? Do most libraries have a variety of types of materials?

Is there any one library which has sufficient resources (reference tools, verification tools, variety of types of materials, etc.) to serve as an area resource center? Are most of the materials in the area owned by a few libraries?

Communication/Computer Facilities

Do all the libraries have telephones (DAIN, WATS)? Are any libraries connected by TWX or TWP? Are any libraries OCLC users? Do any libraries have automated circulation systems? Do any libraries have other computer/data base access?

Size and level of staff

Are most of the libraries willing and able to commit staff time to interloan responsibilities (both filling and referring requests)? Do most library staffs have easy access to verification and location tools?

Funding

Will libraries loan and share on a reciprocal basis? Will net lenders need to be reimbursed? Will each library assume its own costs? Will some libraries charge for interloan? If so, how much? Can some libraries less easily afford interloan costs?

Operational Guidelines

If rules and regulations regarding interloans are to be made (e.g., forms to use, costs, etc.) how will they be made?

Quality of Service

How will high standards of service be maintained?

Volume and types of requests

How many interloan requests will the libraries in an area generate? What types of requests are likely to be generated? What kinds of materials will be requested?

Access to specialized networks

Do any libraries have access to specialized resources?

SMALL GROUP DISCUSSIONS

During the afternoon session, workshop attendees participated in small group discussions with others from their areas. There were nine small groups. The geographical boundaries of the groups mostly followed the county boundaries of public library systems. The areas were:

1. Fox Valley
2. Fond du Lac
3. Madison
4. Southeast
5. Southeast
6. Northwest/Eau Claire
7. Wisconsin Valley
8. Southwest
9. La Crosse

The major emphasis of the small group discussions was on analyzing various possible interloan patterns and determining the ideal pattern for each area of the state. The discussions at the workshop were viewed as being just a start in the complex process of determining areawide resource sharing programs. A great deal more time, study and thought would, of course, be required to design actual programs, as would broader participation by all librarians in the areas than was possible at the workshop. The workshop sponsors hoped to encourage and facilitate the resource sharing planning process for areas of the state.

Before analyzing and selecting interlibrary loan patterns, persons in each group first briefly identified examples of resource sharing activities in their areas and then identified types of requests which might be better answered if there was access to more materials and/or information through resource sharing. A wide range of cooperative activities was identified from these. These activities sometimes involved one type of library only, but often seemed to involve two or more types of libraries. Existing state and area-level resource sharing networks were frequently cited--e.g., CESA's, health science networks, systems, councils, WILS, WLC, Reference and Loan Library, etc. Among the actual activities listed included: development of union lists, interlibrary loan, direct patron access programs, reference referral, teletype, OCLC, delivery services, newsletters, shared purchasing, and joint use of computerized data bases.

The unmet needs fell generally into three categories: the needs for specific types of materials, specific subject areas, and tools to identify and verify requests more satisfactorily. All types of materials--government documents, dissertations, AV, books, periodicals, technical reports--were seen as being needed by local libraries. Subject areas singled out included: law, medicine, science, local history, genealogy, special education, and Indian materials. Participants also saw the need for access to high demand titles, data bases, popular materials and special subject areas in more depth. Fast access and bibliographic access were seen as keys to answering unmet needs.

The effectiveness of any interloan pattern was seen by participants as being dependent on good bibliographic access in the form of location or finding tools. Computers to produce these tools were seen as essential.

All groups used three basic interloan patterns as the starting point for their discussions:

1. Unstructured - All requests sent directly to any area library

2. Clearinghouse - All requests sent to a single clearinghouse library or agency

3. Multiple Resource Centers - All requests sent to two or more libraries serving as area resource centers.

Following are summaries of the results of the small group discussions.

UNSTRUCTURED

Advantages	No. of Groups Citing
Speed	7
Cost	6
Informality	5
Autonomy	4
No extra organization	3
Direct contact	2
Efficiency in small area	2
Fewer referrals	1
Minimum organization commitment	1

Disadvantages	No. of Groups Citing
Slowness	7
Lack of coordination and control	4
Burden on some libraries	4
Duplication	4
Hit or miss	4
Need for bibliographic access	3
Repeated referrals	3
Reliance on good will	2
Difficulty of data collection	2
Nonuniform prodedures and requirements	2
Less efficient	2
Overlook resources	2
Relies personal knowledge	1
More paperwork	1
No funding	1
Cost	1
Lack of trained staff	1
Lack of structure	1
Uneven service	1

CLEARINGHOUSE

Advantages	No. of Groups Citing
Clear and efficient	6
Better use of resources	5
Speed	5
Centralizes tools and expertise	3
Better use of money	3
Avoids hit or miss	2
Less duplication	2
Dedicated trained staff	2
Access to specialized subjects/systems	2
Allows greater volume	1
Uniform service response	1
Provides jobs	1
Not excessive organization commitment	1
Allows data collection	1
Fosters cooperation	1
Insures use of local resources first	1
Delivery is easy	1

Disadvantages	No. of Groups Citing
Slowness	5
Cost	4
Creates another agency	2
Requires space	2
Another step if location known	2
Lack of direct contact	2
Depends on all libraries cooperating	1
Requires staff	1
Dependent on tools	1
Bureaucratic	1
More formal	1
Requires large library	1
Political and legal barriers	1

MULTIPLE RESOURCE CENTERS

Advantages	No. of Groups Citing
Builds on existing resources	5
More specialization possible	4
Speed	3
Coordinated purchasing possible	1
Decentralization	1
Not all libraries need tools	1
Links resource centers	1
Data collection possible	1
Encourages cooperation	1
Draws on more sources	1
Better use of money	1
Not dependent on one library	1
Less threatening	1

Disadvantages	No. of Groups Citing
Slowness	5
Cost	4
Competition among centers	3
Redundant/duplication	3
Decentralization	2
Less clear channels	2
More staff	2
Lacks direct contact	2
Lack of libraries to serve as centers	1
Less control by originating library	1
Local collections watered down	1
Need to reimburse centers	1
Multiple contractual needs	1
Too rigid	1
Paperwork	1

Factors making it difficult to generalize from the lists generated by the nine participating groups are:

1. What one person might identify as a disadvantage of a particular pattern, another might identify as an advantage (for example, one person might see decentralization as an advantage while another person might see it as a disadvantage.

2. Two factors, speed and cost were listed as both advantages and disadvantages of all three patterns.

3. The various factors used to assess interloan patterns would be weighed differently in different areas of the state depending on the particular library environment.

4. The lists were generated at what were essentially brainstorming sessions and scientific data were probably not used to support or not support conclusions.

5. Some factors might be more psychological than real--based on emotions and personalities.

6. There were a variety of interpretations of the clearinghouse and multiple resource centers patterns.

After workshop participants had identified the advantages and disadvantages of various interloan patterns, they were to select one pattern as "ideal" for their area. The groups could select one of the three previously defined patterns--unstructured, clearinghouse, multiple resource centers--or could modify those patterns to suit their areas.

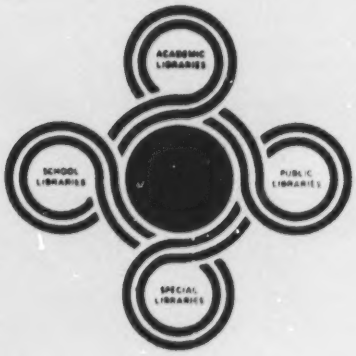
Seven out of nine of the groups reached some agreement. Six of the seven groups reaching agreement wanted an interloan pattern which was a combination of the unstructured pattern and a more structured pattern, i.e., they seemed to want some ability, however limited, to go directly to libraries for interloans, but also felt either a clearinghouse or multiple resource center pattern was necessary for some requests.

No group felt a completely unstructured pattern would be ideal. Only one group felt it wasn't necessary to have the ability to go directly to any library for interloans.

Of the seven groups wanting some kind of structure, three wanted the clearinghouse and three specified the multiple resource center pattern.

It should be noted here, as was mentioned above, a problem in drawing conclusions from the results of this session was that various groups interpreted the interloan patterns differently, i.e., the clearinghouse pattern, for example, did not necessarily mean the same thing to all groups or probably even to all people and what was meant by a term was not always clearly specified.

A



AREA PATTERNS FOR RESOURCE SHARING

DATE: *March 31, 1978*

PLACE: *QUALITY INN, 4916 E. Broadway, Madison, WI*

AGENDA:

9:30 - Registration

10:00 - Introduction: Definition of Resource Sharing
(W. Lyle Eberhart)

10:15 - Resource Sharing and New Technology
(Tamera Miller)

10:45 - State-Level Library Resource Development
(Peter Hamon, Nancy Marshall)

11:15 - Alternative Patterns for Resource Sharing
(Peg Branson, Dick Sorensen, Betsy Merriam, Sally Drew)

12:00 - *LUNCH*

1:00 - Orientation for Group Discussion

1:30 - Area Group Discussion: Alternative Patterns for Resource Sharing

2:30 - Area Group Discussion: Implementation of Selected Alternatives

B

AREA PATTERNS FOR RESOURCE SHARING

March 31, 1978

GOAL: INVESTIGATE ALTERNATIVE STRUCTURES FOR PROVIDING INTERLIBRARY LOAN AND REFERENCE REFERRAL SERVICES AT THE STATE AND AREA LEVELS.

Objectives: Participants will:

Become aware of current studies on the development of state-level resources, their service patterns and funding levels and sources

Become aware of current technological developments which could influence interlibrary loan and reference referral patterns at the state and area levels

Analyze alternative patterns for interloan and reference referral for their areas

Determine the most feasible pattern for their areas of the state.

Note: State-level resources and interloan patterns and funding are currently being studied by the Legislative Council and COWL and will probably also be discussed during the White House Conference. The biggest gap in current discussion is the most efficient method by which regional areas of the state can share resources first at the area level before referring requests to the state. Therefore, alternatives for regional sharing will be the focus of this meeting.

C

-WORKSHOP PARTICIPANTS-

Group #1 - Fox Valley

Dennis Ribbens
-Lawrence University

Rick Krumwiede
-Outagamie Waupaca System

Mary Schribner
-Institute of Paper Chemistry

Barbara Clasen
-Berlin HS

Carla Roden
-NEWIL

Ron Gorsegner
-Nicolet System

Barbara Kelly
-Manitowoc-Calumet System

Kurt Rothe
-UW-Green Bay

Jackie Lohr
-Nicolet System

Group #2 - Fond du Lac

Chuck Bates
-Mid-Wisconsin System

Neelima Ingels
-Moraine Park Tech. Inst.

Ida Mae Marshall
-Jefferson HS

Mary Powers
-Watertown PL

Bill Hession
-Central State Hospital

Mary Black
-Mercury Marine

Dwayne Smaltz
-CESA #13

Paul Kock
-UW-Fond du Lac

Group #3 - Madison

Barbara Hanaway
-MALC

Linda Hawley
-South Central System

Roger Pearson
-South Central System

Bernie Schwab
-Madison PL

Irma Harder
-Reedsburg HS

Virginia Holtz
-UW Health Science Library

Ledell Zellers
-Mendota Mental Health

Group #3 - Madison (continued)

Jo Zipsie
-Baraboo PL

Judy Koller
-Brodhead PL

Carol Block
-Madison

Ida May Marshall
-Jefferson HS

Peter Draz
-State Historical Society

Nancy Nelson
-Baraboo

Marge Westergard
-Dept. of Administration

C

-WORKSHOP PARTICIPANTS-

Group #4 - Southeast

Mary Cronin
-LCOMM

Delourise Trakel
-Waukesha Public Schools

Jack LeSeur
-Racine PL

Jo Rocca
-Sheboygan PL

Jim Bishop
-Carthage College

Kathy Horton
-Muskego PL

Jean Hawkins
-Waukesha Mem. Hospital

Group #5 - Southeast

Henry Bates
-Milwaukee PL

Mary Alice Seemeyer
-Tri-County Council

Barbara Larsen
-Sheboygan Schools

John Reid
-West Bend PL

Richard Thayer
-Janesville PL

Virginia Perkins
-Wisconsin Electric

Alice Engelman
-Lake Geneva PL

H. Vaile Deale
-Beloit College

Ruth Holst
-Columbia Hospital, Milwaukee

Jeanne Douglas
-Janesville PL

Group # 6 - Northwest/Eau Claire

David Lull
-Superior PL

Paul Gaboriault
-Superior PL

Marial Bino
-Hurley HS

Eugene Lundholm
-UW-Superior

Waunita Fredrickson
-Superior PL

Eileen Emberson
-Luther Hospital, Eau Claire

Group #6 - Northwest/Eau Claire (cont.)

Barbara Blumstein
-UW-Stout

Joyce Mitchell
-Eau Claire PL

C

-WORKSHOP PARTICIPANTS-

Group #7 - Wisconsin Valley

Ann Gerlach
-Three Lakes PL

Mary Alice Tsosie
-Indian Library Project

Sheldon Kaye
-Marshfield PL

Christine Kensmoe
-Zimpro, Inc.

Susan Heath
-Nicolet College

Wayne Bassett
-Wisconsin Valley System

Group #8 - Southwest

Serena Nelson
-Southwest System

Jerry Daniels
-UW-Platteville

Sandra Robbers
-Southwest System

Roseanne Krubsack
-CESA #14

Doris Bittner
-Prairie du Chien

Group #9 - La Crosse

Virginia Bell
-Black Rivers Falls Jr. HS

Bill Wilson
-Winding Rivers Lib. System

Sr. M. Frances Claire Mezera
-Viterbo College

Mrs. Thuan Tran
-Western Wis. Tech. Inst.

Sr. Nona Grover
-Viterbo College

Also Attending

Mary Williamson
-WILS

Tam Miller
-WLC

Nancy Marshall
-WILS/WLC

Mary Struckmeyer
-DLS

Sally Drew
-DLS

W. Lyle Eberhart
-DLS

Peg Branson
-DLS

Peter Hanson
-DLS

Betsy Merriam
-DLS

Dick Sorensen
-DLS

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

--Group #1 - Fox Valley

D

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED: (Lousy Title)	1. Speed 2. Freedom to search at will 3. Cheaper (don't support clearinghouse)	1. Lack of bibliographic access 2. Can lose time in repeated referrals 3. Hit or miss access 4. Perpetuates status quo 5. Uneven service standards
CLEARINGHOUSE:	1. More logical process 2. Allows greater volume of requests 3. Allows better use of area resources 4. More uniform service response 5. Avoid hit or miss routine	1. Might be more costly 2. Turn around slower 3. Dependent upon all libraries cooperating
MULTIPLE RESOURCE CENTER	1. More specialization possible 2. Easier to coordinate levels of purchasing	1. Possible greater loss of time 2. More costly 3. Focuses use on fewer libraries in area 4. Redundant

BEST ALTERNATIVE: Direct and Clearinghouse combination.

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

--Group #2 - Fond du Lac

D

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Informal 2. No extra funding needed 3. No red tape 4. No committee meetings 5. Local autonomy 6. Shared workshops to know what the various agencies have	1. Unfiltered sources 2. Not knowing where to go 3. Duplication 4. No continuity
CLEARINGHOUSE:	1. Union lists 2. Faster 3. No duplication (less) 4. Provides jobs	1. Many union lists expensive to produce 2. Creates another agency 3. More meetings 4. Lists out of date 5. Space required 6. Funding (costs)
MULTIPLE RESOURCE CENTER	1. Decentralization 2. Large or specialized collection service as a resource center	1. Decentralization 2. Duplication 3. Large or specialized few and far between

BEST ALTERNATIVE: Semi-structured with formal/informal agreements.

B

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

D

--Group #3 - Madison

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Avoids extra level of organization 2. Get material faster--providing you know where it is 3. Direct contact--you know more specifically what was in collection 4. In small community, you could probably get material quickly even if you didn't know where material was 5. Increased contact with the other staff 6. Requires minimal organizational commitment 7. If asking for information as opposed to specific document, the request is transferred through fewer people	1. Relies too much on personal knowledge 2. Easy to leave out difficult to serve groups 3. Easy for one library to get disproportionate no. requests 4. Takes longer if you guess wrong first time 5. Very dependent on complete finding tools 6. Encourages fishing experience 7. Duplication of materials 8. Makes a system dependent upon good will of instructional librarian, etc. 9. Makes data collection about system difficult or impossible 10. Non-uniform procedures and requirements 11. Proliferation of photocopy (etc.) accounts 12. Poor control of loaned materials 13. Does not encourage local collection development
CLEARINGHOUSE:	1. If you can't fill it you know who can 2. Centralizes expertise and tools 3. Spreads load 4. Consistancy inservice pattern 5. More but not excessive organization commitment 6. Less duplication of effort on requisition library's part 7. Dedicated staff 8. Access to more specialized topics 9. Reasonable turn around time 10. Allows for data collection for system refinement	1. Requires dedicated staff and facilities 2. Dependent on complete finding tools 3. More likely to back up (if not adequately staffed--turn around time too long) 4. If too iron clad, might slow up service if direct access cut 5. If it crashes, the whole system crashes 6. Adds another step if you already know location 7. Less staff specialists 8. You would have to be a member to use 9. Turn around time longer 10. Can't send individual to clearing house
MULTIPLE RESOURCE CENTER	1. Allows for indepth specialization 2. Each individual library doesn't have to have all tools 3. Builds on existing resources 4. Allows for linking of resource centers 5. Allows for data collection for resource enhancement and system refinement 6. Allows for accomodation of special needs of different types of users 7. Encourages cooperation rather competition 8. Spreading loal 9. Shorter turn around time in specialized networks	1. Initiating library has less control over destination of requirements 2. Local library collections could become watered down 3. How do you decide which resource center to use 4. Competition among resource centers 5. Turn around time longer 6. Need to reimburse all resource libraries 7. Could encourage neglect of non-resource libraries

BEST ALTERNATIVE: No agreement.

33

34

B

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:
-- Group #4 - Southeast

D

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Cuts out middleman 2. Time saving 3. Less formal agreements 4. More inventive in finding inservice pathways 5. Less formal funding needed 6. Perhaps more accurate	1. Overlooking of resources 2. Groupings inaccurate 3. Disperate 4. Less efficient/less productive policies 5. Time consuming 6. Burden on large libraries 7. More paperwork--handling 8. No way to monitor flow of information 9. Duplication of effort 10. No central bibliography controls 11. No funding
CLEARINGHOUSE:	1. Request handled more efficiently 2. Central biblio. information 3. Better utilization of staff time 4. Fosters cooperation 5. Better utilization of money 6. Organizes users patterns in clear channels 7. Can use all libraries equally 8. Has evolunary impetus 9. Can refer outside of area if needed 10. Insures that local resources used first	1. Self-protective and bureaucratic 2. Slow-down, back-log 3. More formal agreements 4. Funding--who pays? 5. Lacks direct contact to specific library 6. Lacks imagination on behalf of user 7. Could inhibit growth
MULTIPLE RESOURCE CENTER	1. More sources of information available 2. Faster 3. Specialization in collection development 4. More AV materials available 5. More money (could generate more) better use of money available 6. Building on existing resources	1. Possible conflict between resource libraries 2. Funding problems 3. Multiple contractual needs 4. Need for outside funding? 5. More staff 6. Difficulty in overcoming propriety interests 7. Possible duplication of resources 8. Lack of direct contact 9. Ignores closest source 10. Too rigid--too much structure 11. Implies need for clearinghouse

BEST ALTERNATIVE: Unstructured/Multiple Resource Center.

D

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

--Group #5 - Southeast

D

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Informality appealing 2. Fast service and cheap if pick right source first 3. Easier to keep track of materials	1. Small library can't participate as readily as large 2. Slow service and more costly if have to try two or more 3. Burden on large library 4. Requires comprehensive union list and guides 5. Informal agreements may not always continue 6. Lack of trained personnel
CLEARINGHOUSE:	1. Faster - more efficient 2. Clearly defined routines 3. Standardized charge system 4. Equal opportunities for involvement 5. More trained staff likely (See above and over - No. 3)	1. Requires one large library or money to pay 2. Uncertainty about results 3. If no cooperation and input from all involved 4. Political and legal barriers
MULTIPLE RESOURCE CENTER	1. Not depending on one resource library 2. Could be most complete system 3. Builds on existing strengths 4. Better communication on initial request	1. Lack of central control - slows things down 2. Paperwork! 3. Rivalry between participating resource centers 4. Denies direct access 5. Confusion over division of services

BEST ALTERNATIVE: Unstructured/Clearinghouse.

38

A

D

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

--Group #6 - Northwest/Eau Claire

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Faster (with tools) 2. Greater freedom of choice	1. Slower (without tools) 2. Lack of communication 3. Some libraries receive most requests
CLEARINGHOUSE:	1. Cheaper and more efficient (tools and technology) 2. Fair distribution of requests	1. Slower if had to use C.H. if location identified 2. Must have good tools 3. Expensive - staff tools
MULTIPLE RESOURCE CENTER	1. Faster than clearinghouse if strong collection	1. Referrals can be slower if location is known 2. Expensive - staff tools? Collection expenses 3. Some incentive must be provided

BEST ALTERNATIVE: Multiple Resource Center

D

D

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

--Group #7 - Wisconsin Valley

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Potentially faster, with proper tools, i.e., union list 2. Closer relationships among member libraries 3. Appropriate for small geographic areas, i.e., Oneida Co. 4. Less costly administratively	1. Duplication of efforts, i.e., inefficient 2. Poorer communication 3. Potentially slower without tools 4. As growth occurs, less coordination
CLEARINGHOUSE:	1. Coordinated efforts, therefore efficient 2. Less time consuming	1. No access among area libraries themselves
MULTIPLE RESOURCE CENTER	1. Depth and specialization of resources	1. Less area library cooperation 2. Dedentralized - staffing and organization problems with more than one library in center

← quality of resource centers →

← funding capabilities →

BEST ALTERNATIVE: Unstructured/Clearinghouse

42

B

D

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

-- Group 8 - Southwest

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Fast, if refer to right library first 2. Allow independence and flexibility	1. Time consuming, if needs to be referred more than once 2. Miss libraries or resources because not know about 3. Too dependent on voluntary agreements
CLEARINGHOUSE:	1. Simplifies referral process, therefore, often time saving 2. Eliminate need for duplication of union lists, catalogs, index 3. Can spread referrals to a number of libraries rather than going to just one 4. Probably reduce copyright law violation 5. Afford more sophisticated retrieval systems (computers, etc.)	1. Too much reliance on clearinghouse 2. Always must go to CH even if know available closer 3. Response time becomes too important of an element 4. Setting up another level of "bureaucracy" reference and referral staff, etc.
MULTIPLE RESOURCE CENTER	1. Take advantage of present strengths and structures	1. Can be time-consuming if must be referred to both--coordination more difficult

BEST ALTERNATIVE: Unstructured/Multiple Resource Center

B

LIST THE ADVANTAGES AND DISADVANTAGES OF EACH PATTERN FOR YOUR AREA:

-- Group #9 - La Crosse

	ADVANTAGES	DISADVANTAGES
UNSTRUCTURED:	1. Start 2. Inexpensive 3. No formal organization 4. No staff	1. Lack of structure 2. Time consuming 3. Reinvention 4. Fruitless 5. Shot in the dark
CLEARINGHOUSE:	1. Central referral source 2. Delivery service easy	1. Complete or near bibliographic control 2. Referral agency only/no collection 3. Time consuming/multiple links
MULTIPLE RESOURCE CENTER	1. Immediate access 2. Time saving 3. Builds on existing strengths and procedure 4. Resources at hand 5. Less threatening	1. Large staff needs 2. Funding $ 3. Bibliographic control

BEST ALTERNATIVE:

No Agreement